

Using your Brady Printer connected to your PC.

While the HANDIMARK® Thermal Labeling System is sold as a standalone printer, it can also be used connected to your PC using optional MarkWare™ Software. This allows for faster PC-based label creation, importation of data from spreadsheets, and access to additional symbols, barcodes, and fonts. For information about MarkWare™ Software, visit www.bradys.com/markware . Using the HANDIMARK® connected to your PC does require a special serial communication cable and adapter, as well as installation of a printer driver onto your PC.

Cable & Adapter. A special serial communication cable ships with your HANDIMARK® printer. If your PC does not have a serial connection port, then a *serial-to-USB adapter* is also required that allows you to use the supplied HANDIMARK® serial cable with the USB port on your PC. The adapter (part # 42004) can be purchased from your local Brady distributor or online at www.bradys.com (enter 42004 in search bar). A replacement serial cable is also available if needed (part # HandiMark PC Cable).

Printer Driver. Brady has created a Windows® printer driver to enable use of the HANDIMARK® labeling system connected to a computer. This document provides instructions to install and configure the printer driver, as well as other troubleshooting information if needed.

Installing the Printer Driver

Installing your print driver for HANDIMARK® system requires up to 3 steps:

Step 1 Remove existing **HANDIMARK Printer Driver** from your computer (*if applicable*)

Step 2 Install **Serial-to-USB Adaptor Driver** onto your PC (*if applicable*)

Step 3 Install latest **HANDIMARK Printer Driver** onto your computer

Should you have further questions not covered in this guide, please call our Technical Support team at 800-643-8766 Monday through Friday 7am-6pm CST, or email us at tech_support@bradycorp.com.

Step 1 – Remove existing HANDIMARK® Printer Driver from your computer (*if applicable*)

If you DO have an existing HANDIMARK® Printer Driver on your computer - you will need to complete this step.

If you do not have an existing HANDIMARK® Printer Driver on your computer - skip this step, go directly to step 3.

If you DO NOT KNOW if you have an existing HANDIMARK® Printer Driver on your computer – here is how you can check your PC:

Verifying if there is currently a driver installed

- **Windows XP** - Select Start >Settings (if applicable)>Printer and Faxes. If the HANDIMARK® driver is installed it will appear in the list.
- **Windows 7** - Select the Windows Logo Start button >Devices and Printers. If the HANDIMARK® driver is installed it will appear in the list.
- **Windows 8** – Swipe in from the right edge of the screen (If you’re using a mouse, point to the upper-right corner of the screen), tap/click Settings>Change PC Settings>PC and devices>Devices. If the HANDIMARK® driver is installed it will appear in the list.

For Windows® XP Professional (32 & 64 Bit):

1. Remove existing HANDIMARK® Printer Driver:

- Select Start >Settings (if applicable)>Printer and Faxes.
- Left mouse click to select the HANDIMARK®.
- Right mouse click and select <Delete>
- In Printers and Faxes click on “File” located in the top menu bar and then select “Server Properties”.
- Click on the “Driver tab”.
- Left mouse click to highlight the HANDIMARK® and click on <Remove>.
- If prompted, confirm the removal of that driver.
- Click on the <Close> button to close the Printer Server Properties window.
- Close the Printer and Faxes window.

2. Remove Support Files:

- Select Start>Run
- Type in “net stop spooler”
- Click the <OK> button
- Open Windows Explorer. To do this right mouse click on the Start button and select “Explore”.
- In the left column click on the + icon to the left of “My Computer” to expand it.
- Click on the + icon to the left of the main drive. This is usually the “C” drive.
- Locate the “WINDOWS” folder and click on the + icon to the left of the folder to expand the folder.
- Locate the “inf” folder and left mouse click to select the folder.
 - Note if the “inf” folder isn’t displayed in the title bar menu click on “Tools” and then “Folder Options”
 - Click on the “View” tab and in the “Hidden files and folders” select “Show hidden files and folders”
 - Click <OK> to close the Folder Options window
- In the right column scroll to the OEM files and locate the OEM file with the highest number. Double click on the OEM.INF file. In the “Manufacturer” section look for “Brady HANDIMARK®”. Once found, close the file and right click on the both the OEM.INF & OEM.PNF file deleting each file. If the HANDIMARK wasn’t located in the file open each OEM.INF file until the HANDIMARK® is located.
 - Note: When double clicking on the OEM file it may prompt asking which program to open it with. Select “Notepad” from the list.

- In the left column locate the “System32” folder. This folder is also located in the “Windows” folder. Left mouse click the “System32 folder” to select it. In the right column locate the file “VGLMONVERSA.dll”. Once found left click it to select it and then right mouse click and select “delete”.
- In the left column click on the + icon to expand the “System32” folder.
- Click on the +icon to expand the “spool” folder.
- Click on the +icon to expand the “drivers” folder.
- Click on the + icon to expand the “w32x86” folder.
- Left mouse click on the “3” folder to select it. In the right column locate the following files and delete the files by left clicking to select it and then right click and select “delete”.
 - VersaDrvUI.dll
 - VersaDrv.dll
 - VersaSpl.dll
 - HandiMark.dat
- Close the “Windows Explorer” window
- When all the files are removed, but before you move on to the next step, you will need to reactivate the spooler using the following steps (Place after closing the “Windows Explorer” window.
- Select Start>Run
- Type in “net start spooler”
- Click the <OK> button.
- The driver is now fully removed.

For Windows® 7 Professional or higher (32 bit & 64 bit):

1. Remove existing HANDIMARK® Printer Driver:

- Select the Windows Logo Start button >Devices and Printers.
- Left mouse click to select the HANDIMARK® to select it.
- Right mouse click and select “Remove Device”
- Click on <Yes> to confirm
- Left click on any other printer driver to select it. In the top menu bar click on “Printer Server Properties”
- Click on the “Driver tab”
- Highlight the HANDIMARK® and click on <Remove>
- Select “Remove driver and driver package”. Click <OK>
- Message appears stating “deleting this printer driver package will remove it from the system. Are you sure you want to remove?” Click <Yes>
- Click on the <Close> button to close the Printer Server Properties window.
- Close the Printer and Faxes window.

2. Remove Support files:

- Select Start>All Programs>Accessories>Command Prompt
- Type in “net stop spooler”
- Press Enter and wait for it to say it stopped successfully
- Close the Command Prompt window
- Open Windows Explorer. To do this right mouse click on the Start button and select “Explore”.

- In the left column click on the + icon to the left of “My Computer” to expand it.
- Click on the + icon to the left of the main drive. This is usually the “C” drive.
- Locate the “WINDOWS” folder and click on the + icon to the left of the folder to expand the folder.
- Locate the “inf” folder and left mouse click to select the folder.
 - Note if the “inf” folder isn’t displayed, in the title bar menu click on “Organize” and then select “Folder & Search Options”
 - Click on the “View” tab and in the “Hidden files and folders” select “Show hidden files and folders”
 - Click OK to close the Folder Options window
- In the right column scroll to the OEM files and locate the OEM file with the highest number. Double click on the OEM.INF file. In the “Manufacturer” section look for “Brady HANDIMARK®”. Once found, close the file and right click on the both the OEM.INF & OEM.PNF file deleting each file. If the HANDIMARK wasn’t located in the file open each OEM.INF file until the HANDIMARK® is located.
 - Note: When double clicking on the OEM file it may prompt asking which program to open it with. Select “Notepad” from the list.
- In the left column locate the “System32” folder. This folder is also located in the “Windows” folder. Left mouse click the “System32 folder” to select it. In the right column locate the file “VGLMONVERSA.dll”. Once found left click it to select it and then right mouse click and select “delete”.
- In the left column click on the + icon to expand the “System32” folder.
- Click on the + icon to expand the “spool” folder.
- Click on the + icon to expand the “drivers” folder.
- Click on the + icon to expand the “w32x86” folder.
 - a. Note: For Windows 7 64 bit this folder is “x64” not “w32x86”
- Left mouse click on the “3” folder to select it. In the right column locate the following files and delete the files by left clicking to select it and then right click and select “delete”.
 - VersaDrvUI.dll
 - VersaDrv.dll
 - VersaSpl.dll
 - HandiMark.dat
- Also in the “System32\spool\drivers\w32x86” folder there is a “PCC” folder.
- Left mouse click the PCC folder to select it. In the right column locate the file that starts with “bradyHandiMark.inf...”. Select the file by left mouse clicking on it and then right click to select “delete”
- In the “System32” folder locate the “DriverStore” folder. Click on the + icon to expand the folder.
- Click on the + icon to expand the “FileRespository” folder.
- You want to delete the folder that starts with “bradyHandiMark.inf_...”
 - a. Note: This file is a Trusted Installer file. Please consult with your IT department for steps to remove this file type.
- Close the “Windows Explorer” window
- Select Start> All Programs>Accessories>Command Prompt
- Type in “net start spooler”

- Press Enter and wait for it to say it started successfully.
- Close the Command Prompt window
- The driver is now fully removed.

For Windows® 8 & 8.1 Professional or higher (32 bit & 64 bit):

1. Remove existing HANDIMARK® Printer Driver:

- Swipe in from the right edge of the screen (If you're using a mouse, point to the upper-right corner of the screen), tap/click Settings>Change PC Settings>PC and devices>Devices.
- Left mouse click to select the HANDIMARK® to select it.
- Right mouse click and select "Remove Device"
- Click on <Yes> to confirm
- Left click on any other printer driver to select it. In the top menu bar click on "Printer Server Properties"
- Click on the "Driver tab"
- Highlight the HANDIMARK® and click on <Remove>
- Select "Remove driver and driver package". Click <OK>
- Message appears stating "deleting this printer driver package will remove it from the system. Are you sure you want to remove?" Click <Yes>
- Click on the <Close> button to close the Printer Server Properties window.
- Close the Printer and Faxes window.

2. Remove Support files:

- Open Command Prompt: To do this right mouse click on a blank area of the Start screen>All apps on the bottom menu bar that appears>Windows System>Command Prompt
- Type in "net stop spooler"
- Press Enter and wait for it to say it stopped successfully
- Close the Command Prompt window
- Open Windows Explorer. To do this right mouse click on a blank area of the Start screen>All apps on the bottom menu bar that appears>Windows System>Windows Explorer.
- In the left column click on the + icon to the left of "My Computer" to expand it.
- Click on the + icon to the left of the main drive. This is usually the "C" drive.
- Locate the "WINDOWS" folder and click on the + icon to the left of the folder to expand the folder.
- Locate the "inf" folder and left mouse click to select the folder.
 - Note if the "inf" folder isn't displayed, in the title bar menu click on "Organize" and then select "Folder & Search Options"
 - Click on the "View" tab and in the "Hidden files and folders" select "Show hidden files and folders"
 - Click OK to close the Folder Options window
- In the right column scroll to the OEM files and locate the OEM file with the highest number. Double click on the OEM.INF file. In the "Manufacturer" section look for "Brady HANDIMARK®". Once found, close the file and right click on the both the OEM.INF & OEM.PNF file deleting each file. If the HANDIMARK wasn't located in the file open each OEM.INF file until the HANDIMARK® is located.

- Note: When double clicking on the OEM file it may prompt asking which program to open it with. Select "Notepad" from the list.
- In the left column locate the "System32" folder. This folder is also located in the "Windows" folder. Left mouse click the "System32 folder" to select it. In the right column locate the file "VGLMONVERSA.dll". Once found left click it to select it and then right mouse click and select "delete".
- In the left column click on the + icon to expand the "System32" folder.
- Click on the + icon to expand the "spool" folder.
- Click on the + icon to expand the "drivers" folder.
- Click on the + icon to expand the "w32x86" folder.
 - a. Note: For Windows 8 64 bit this folder is "x64" not "w32x86"
- Left mouse click on the "3" folder to select it. In the right column locate the following files and delete the files by left clicking to select it and then right click and select "delete".
 - VersaDrvUI.dll
 - VersaDrv.dll
 - VersaSpl.dll
 - HandiMark.dat
- Also in the "System32\spool\drivers\w32x86" folder there is a "PCC" folder.
- Left mouse click the PCC folder to select it. In the right column locate the file that starts with "bradyHandiMark.inf...". Select the file by left mouse clicking on it and then right click to select "delete"
- In the "System32" folder locate the "DriverStore" folder. Click on the + icon to expand the folder.
- Click on the + icon to expand the "FileRespository" folder.
- You want to delete the folder that starts with "bradyHandiMark.inf_..."
 - a. Note: This file is a Trusted Installer file. Please consult with your IT department for steps to remove this file type.
- Close the "Windows Explorer" window
- Open Command Prompt: To do this right mouse click on a blank area of the Start screen>All apps on the bottom menu bar that appears>Windows System>Command Prompt
- Type in "net start spooler"
- Press Enter and wait for it to say it stopped successfully
- Close the Command Prompt window
- The driver is now fully removed.

Step 2 – Install Serial-to-USB Adaptor Driver (if applicable)

If you do not have a serial connection port on your computer - you will need to complete this step.

If you DO have a serial connection port on your computer - skip this step and go directly to step 2.

These Adaptor Driver installation instructions pertain to the *QVS Model UR-2000M2 Serial-to-USB Convertor* that is sold by Brady and other computer supply companies. If you are using a different model or brand of adaptor follow those installation instructions.

STOP! – Do not connect the adaptor to the cable or printer until you have installed the Serial-to-USB Adaptor Driver. Connect the adaptor to cable, and cable to computer only when instructed to do so.

For Windows XP, Windows 7 & Windows 8:

1. Install Serial-to-USB Driver file

- Insert the provided CD into your CD-ROM drive
- Run the Setup.exe file located in x:\Driver\Windows folder where “x” is your CD-ROM drive letter (Note: If your PC “Autorun” is turned on this step isn’t needed and the install welcome screen automatically appears on the screen)
- When the welcome screen appears click <Next>
- Click <Finish> to complete the installation
- Remove CD from CD-ROM drive

2. Connect the adaptor to your computer

- Connect the USB end of the adaptor to an unused USB port on your computer
- Plug the RJ45 (phone jack style) connector into the back of the HANDIMARK®.
- Plug the opposite end with the 9 pin serial connector into the Serial-to-USB adapter.

3. Verify & Configure the port

Windows XP & Windows 7: To verify your converter installation is successful select Start >Settings (if applicable)> Control Panel > System > Hardware > Device Manager.

Windows 8: Swipe in from the right edge of the screen and then tap Search (If you’re using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, and then click Search). Enter Device Manager and tap or click Device Manager.

Under the Ports (COM & LPT) group, a string similar to Prolific USB-to-Serial Com Port (ComX) should display. In the ComX example, X will be the assigned com port number. i.e. Com4. Write down the Com Port # that is assigned as this will be needed when installing the printer driver.

- Left mouse click to select Prolific USB-to-Serial Com Port (Com X). Right mouse click and select Properties.
- Click on the Port Settings tab and verify the port settings match below:
 - Bits per second = 19200
 - Data bits = 8
 - Parity = None
 - Stop bits = 1
 - Flow control = Xon/Xoff
- Click OK button to close Port Settings window.
- Click OK button to close the Properties screen.
- Close the Device Manager window
- Click OK to close the System Properties screen
- Close the Control Panel window

Step 3 – Install latest HANDIMARK® Printer Driver onto your computer

Install via Windows® XP Professional (32 & 64 Bit):

1. Install HANDIMARK® Printer Driver:

- Download the HandiMark application file from the website and save to a known location.
- Run the HandiMark application file
- On Language Selection Screen select desired language. Click <OK>
- The "Add Printer Wizard" will launch, click <Next>
- Select, "Local printer attached to this computer" and uncheck the box for "Automatically detect and install my Plug and Play printer". Click <Next>
- Select, "Use the following port:" then click the drop down and select your port. This is usually Com 1. Click <Next>
- Note: If using a USB to serial convertor use the Com port number that was assigned during that install.
- If not highlighted by default select the "HandiMark", and click <Next>.
- Select whether you would like the HANDIMARK® printer to be your default Windows printer and click <Next>
- Select "Do not share this printer" and click <Next>.
- Select "No" to print a test page and click <Next>.
- Click <Finish> on the Completing the Add Printer Wizard screen.
- A Hardware Installation box will appear. Click on <Continue Anyway>
- Click <OK> on the Brady Printer Driver Install pop up box.

2. Configure the Port:

- To configure the port settings select Start >Settings (if applicable)>Printer and Faxes.
- Left mouse click to select the HANDIMARK®.
- Once selected right mouse click and choose Properties.
- Click on the Ports tab
- The Com port selected during the install will be highlighted. Click on <Configure Port>.
- Verify the following settings
 - Bits per second = 19200
 - Data bits = 8
 - Parity = None
 - Stop bits = 1
 - Flow control = Xon/Xoff
- Click <OK> to close the Com Port settings window.
- Click <OK> to close the HANDIMARK® properties window.
- Close the Printers & Faxes window

3. Placing HANDIMARK® Printer into Peripheral Mode

For the HANDIMARK® system to communicate with the PC the printer needs to be placed into peripheral mode:

- Press the 2nd key and then the Online key
- The screen on the HANDIMARK® will now read Peripheral Mode

4. Connecting the HANDIMARK® Printer to the PC

- Plug the RJ45 (phone jack style) connector into the back of the HANDIMARK®.
- Plug the opposite end with the 9 pin serial connector directly into your PC or into the Serial-to-USB adapter®.

Congratulations! Your HANDIMARK® Printer Driver is now properly installed and the system is ready to print labels through your labeling software installed on your PC.

Install via Windows® 7 Professional or higher (32 bit & 64 bit):

1. Install the HANDIMARK® Printer Driver:

- Download the HandiMark application file from the website and save to a known location.
- Run the HandiMark application file
- If a User Control Account screen or Security Warning screen appears click <Yes> or <RUN>
- On Language Selection Screen – select desired language. Click <OK>
- On the screen for "What type of printer do you want to install?" select "Add a local printer"
- On the Choose a printer port screen select "Use an existing port" then click the drop down and select your port. This is usually Com 1. Click <Next>
 - Note: If using a USB to serial convertor use the Com port number that was assigned during that install.
- Select the "Brady HANDIMARK®" and click <Next>.
- Click <Next> on the Type a Printer Name screen
- On the Printer Sharing screen select "Do not share this printer" and click <Next>
- Select if you want the HANDIMARK® printer to be the default printer and then click <Finish>
- Click <OK> on the screen informing you the installation is complete.

2. Configure the Port:

- To configure the port settings select the Windows Logo Start button >Devices and Printers.
- Left mouse click to select the HANDIMARK®.
- Once selected right mouse click and choose Printer Properties.
- Click on the Ports tab
- The Com port selected during the install will be highlighted. Click on <Configure Port>.
- Verify the following settings
 - Bits per second = 19200
 - Data bits = 8
 - Parity = None
 - Stop bits = 1
 - Flow control = Xon/Xoff
- Click <OK> to close the Com Port settings window.
- Click <OK> to close the HANDIMARK® properties window.
- Close the Devices and Printers window

3. **Placing the HANDIMARK® Printer into Peripheral Mode**

For the HANDIMARK® system to communicate with the PC the printer needs to be placed into peripheral mode:

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- The screen on the HANDIMARK® will now read Peripheral Mode

4. **Connecting the HANDIMARK® Printer to the PC**

- Plug the RJ45 (phone jack style) connector into the back of the HANDIMARK®.
- Plug the opposite end with the 9 pin serial connector directly into your PC or into the Serial-to-USB adapter.

Install via Windows® 8 & 8.1 Professional or higher (32 bit & 64 bit):

1. Install the HANDIMARK® Printer Driver:

- Download the HandiMark application file from the website and save to a known location.
- Run the HandiMark application file
- If a User Control Account screen or Security Warning screen appears click <Yes> or <RUN>
- On Language Selection Screen – select desired language. Click <OK>
- On the Add Printer window select “The printer that I want isn’t listed”
- On the screen "Find a printer by other options" select “Add a local printer or network printer with manual settings”
- On the Choose a printer port screen select “Use an existing port” then click the drop down and select your port. This is usually Com 1. Click <Next>
 - Note: If using a USB to serial convertor use the Com port number that was assigned during that install.
- Select the “Brady HANDIMARK®” and click <Next>.
- Click <Next> on the Type a Printer Name screen
- On the Printer Sharing screen select “Do not share this printer” and click <Next>
- Select if you want the HANDIMARK® printer to be the default printer and then click <Finish>
- Click <OK> on the screen informing you the installation is complete.

2. Configure the Port:

- To configure the port settings, swipe in from the right edge of the screen (If you’re using a mouse, point to the upper-right corner of the screen), tap/click Settings>Change PC Settings>PC and devices>Devices.
- Left mouse click to select the HANDIMARK®.
- Once selected right mouse click and choose Printer Properties.
- Click on the Ports tab
- The Com port selected during the install will be highlighted. Click on <Configure Port>.
- Verify the following settings
 - Bits per second = 19200
 - Data bits = 8
 - Parity = None
 - Stop bits = 1
 - Flow control = Xon/Xoff
- Click <OK> to close the Com Port settings window.

- Click <OK> to close the HANDIMARK® properties window.
- Close the Devices and Printers window

3. Placing the HANDIMARK® Printer into Peripheral Mode

For the HANDIMARK® system to communicate with the PC the printer needs to be placed into peripheral mode:

- Press the 2nd key and then the Online key
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4. Connecting the HANDIMARK® Printer to the PC

- Plug the RJ45 (phone jack style) connector into the back of the HANDIMARK®.
- Plug the opposite end with the 9 pin serial connector directly into your PC or into the Serial-to-USB adapter.

Congratulations! Your HANDIMARK® Printer Driver is now properly installed and the system is ready to print labels through your labeling software installed on your PC.